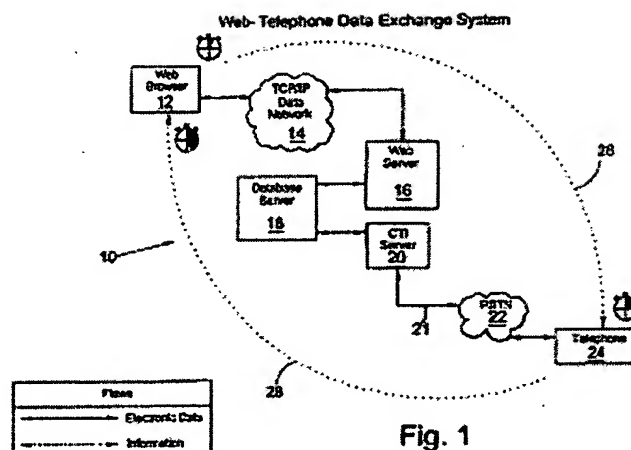


Communication system

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Abstract of GB2357657

A method for communicating between an internet user and a person remote from the internet user, comprising the steps of receiving (54), at a web server, user data from the internet user; communicating (60) user information relating to the received user data from a first software process to a second software process; communicating (70) the portion of user information to the remote person using a non-Internet Protocol communication system, using the second software process; receiving (72) reply data from the remote person; communicating (74) reply information relating to the reply data from the second software process to the first software process; and communicating (82) the portion of the reply information to the internet user. Also disclosed is a computer program for carrying out the above and a communication system for communicating between a first person and a second person, the system comprising a web server (16) coupleable by an analogue interface to a telephone network; internet access means (12) for accessing the web server, to receive a message from the first person and to provide the message to a web server message handler; speech means (20) to produce a spoken voice message from the message received from the first person; telephone network access means (22) to dial-up the second person using the telephone network; interface means (24) to convey the voice message to and to receive a reply from the second person; and communication means (16) to convey the reply to the first person.



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